

During the Alternate EVV Technical Enhancements webinar on 8/30/2022, ODM received several questions related to the addition of 3 new Next Generation Managed Care plans starting on 12/1/2022. Below is a summary of the question and ODM's response:

Question: Is an alternate vendor required to add the 3 new MCOs in their system if the provider they are supporting will not be working with any of the 3 new MCOs?

Answer: Most alternate vendors are required to add the 3 new MCOs in their systems before 12/1/2022. This is because the member/individual receiving services chooses the MCO, and the MCO is contracted with the Agency to provide services to the individual. Alternate vendors should anticipate that state plan visits may need to be captured from any of the MCOs.

ODM does recognize that some alternate vendors are approved in Ohio and provide services to Agencies that only render DODD waiver or ODA waiver services. These alternate vendors are excluded from this requirement and do not need to add the 3 new MCOs in their systems. It is the Agency's responsibility to ensure the alternate vendor they contract with has all payers in the system that the Agency submits claims to. It is up to the Agency to ensure that requirements outlined in Ohio Administrative Code (OAC) 5160-1-40 are being followed.

Ohio Department of Medicaid

Alternate EVV Technical Enhancements

August 30, 2022
1:30pm – 3:00pm

Hosted by the Ohio Department of Medicaid and Sandata Technologies

Sound Test



We are testing sound at this time.

If you cannot hear the sound test, please check the volume on your speakers or listening device.

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Intended Audience

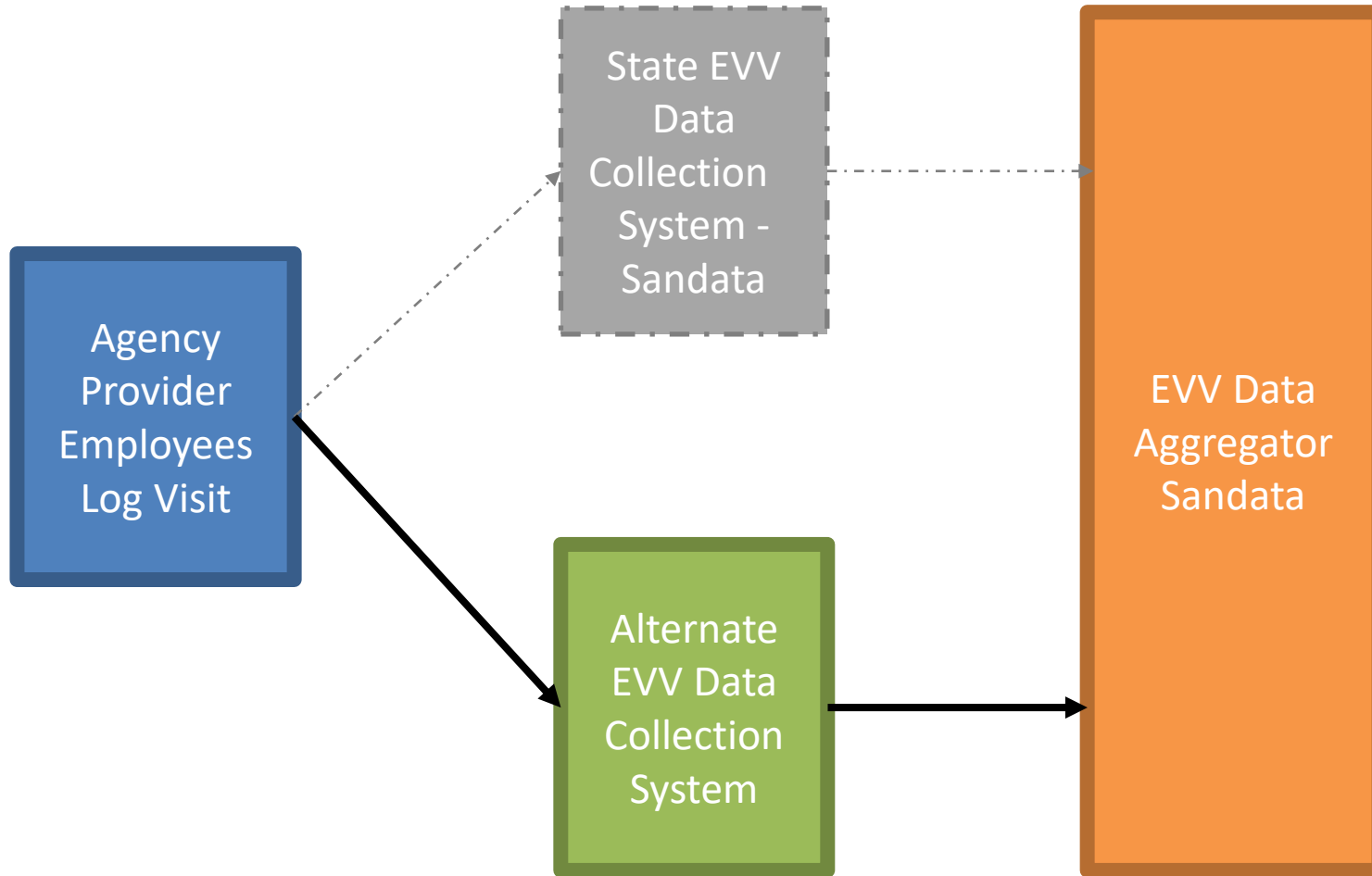
- Agency providers that use an Alternate (Alt) EVV system
 - » These are providers that do not use the State provided EVV System by Sandata Technologies
- Alternate EVV system entities
 - » These are vendors of alternate EVV systems
- EVV stakeholders interested in hearing updates related to Alt EVV

Objectives

- Background
- Alternate (Alt) EVV Technical Integration Enhancements
 - » Technical Changes Resulting in Informational Updates
 - » Technical Changes Resulting in Record Rejections in the Future
- Next Generation Managed Care and Impact to Alt EVV
- Next Steps and Timeline
- Questions and Resources

Alt EVV Background

Alt EVV Background



- Alt EVV entities must complete the [ODM Alt EVV Certification process](#) for each provider Medicaid ID
- Alt EVV entities must send all required provider visit data to the Sandata Aggregator

Alternative EVV Background

- Providers and Alt EVV systems must comply with ODM's [Technical Specifications](#) and [Business Requirements](#)
- Providers are responsible to ensure visit data in the Sandata Aggregator and Alternate EVV system match.
 - » Only the data in the Sandata Aggregator is used to validate claims
 - » Payors receive a claim, and prior to adjudication, send a request to Sandata to determine if a matching visit is in the aggregator.


Sandata

Alternate EVV Technical Integration Enhancements

Alt EVV Technical Specification Validation - Recap

- Sandata has completed a full validation of the Ohio technical specifications. This includes:
 - » Validating every field
 - » Reviewing the specifications for clarity and readability
 - » Reformatting the Ohio technical specifications for a more similar look and feel as other Sandata state programs
- This is to ensure that:
 - » The Ohio Alt EVV interface and its documentation is clear to Alt EVV vendors and providers
 - » The Ohio Alt EVV interface is easy for Alt EVV vendors to understand and adhere to

Alt EVV Technical Specification Validation – Phased Approach to Changes

- Phase 1: April 2022 – **completed** 
 - » Updated Alt EVV Technical Specifications to new format and posted to ODM website.
 - » The 3.6 Version (5/27/2022) of the Alt EVV Technical Specification was posted to the ODM website. The specification document was updated to a new format and some changes were made to provide clarity to specifications.
- Phase 2: October 5, 2022
 - » Sandata will update the integration resulting in development changes. Some of these changes will be informational and other changes may impact providers and vendors resulting in record rejections to align with Ohio Administrative Code rules (OAC) & objectives.
 - » Alt EVV systems need to include the 3 new MCOs in their systems.

Alt EVV Technical Specification Validation – Phase 2

- Informational Changes:
 - » Updated text on error messages for certain fields:
 - If the vendor receives an error message for Payer, PayerProgram and ProcedureCode in the Individual record then the warning message will no longer say “Responsible Party is being rejected”
 - There will no longer be an error message for the StaffPosition indicating acceptable values since there is no validation of this field.
 - Error messages for Payer, PayerProgram and ProcedureCode in Visit segment will be generic and not list out all valid payers, programs and services.
 - All valid payer, program, service combinations are in the Appendix section of the Technical Specifications.
 - Error for missing ProcedureCode in the Visit segment will be updated to specify record is being rejected.

Alt EVV Technical Specification Validation – Phase 2

- Informational Changes:
 - » Validation changes that will not result in new rejections.
 - PatientAlternateID values greater than 7 digits will not be rejected. This is to ensure alignment with current specifications.
 - PayerClientIdentifier – will not be not be rejected if less than 7 digits when ODA is sent as the payer and there is no PatientMedicaidID.
 - ClientPayerID – will not be rejected if less than 7 digits when ODA is sent as the payer and there is no PatientMedicaidID.

Alt EVV Technical Specification Validation – Phase 2

- Rejection rules that will be enforced to specifications:
 - PatientFirstName and PatientLastName fields will not be accepted without text.
 - Visit record will be rejected if OriginatingPhoneNumber is not sent with Telephony call type in the Call Segment.
 - ChangeReasonMemo requirement will be enforced if the ReasonCode requires it.
- New Rejection rules:
 - StaffEmail – will reject if the email is not sent with a valid email format.
 - ReasonCode – will reject if not a reason code for the Ohio program.

Next Generation Managed Care Impact to Alt EVV

Next Generation Managed Care

- 7 Managed Care Organizations (MCOs) were selected for the Next Generation of Managed Care in Ohio:
 - » AmeriHealth Caritas Ohio, Inc. - **New**
 - » Anthem Blue Cross and Blue Shield - **New**
 - » Humana Healthy Horizons in Ohio - **New**
 - » Buckeye Community Health Plan
 - » CareSource Ohio, Inc.
 - » Molina Healthcare of Ohio, Inc.
 - » UnitedHealthcare Community Plan of Ohio, Inc.
- New MCOs will be effective December 1, 2022

Next Generation Managed Care

What does the MCO Procurement mean for providers and individuals?

- Individuals who are eligible for managed care enrollment will have the option to select one of the new MCOs.
- The new MCOs will contract with Ohio providers to establish their provider network.
- There is no impact to MyCare Ohio plans, members, or providers related to EVV.

**Alt EVV vendors need to add the 3 new MCOs to their systems
before 12/1/2022**

Next Generation Managed Care

- New MCOs will be payer options in Alt EVV Systems
- New MCOs will cover current EVV State Plan services

New EVV Payer	Current EVV Program	Current EVV Services
AmeriHealth Caritas	State Plan (SP)	<ul style="list-style-type: none"> • Home Health Aide - G0156 • Nursing RN - G0299 • Nursing LPN - G0300 • RN Assessment - T1001 • Private duty nursing/Independent Nursing - T1000 • Physical Therapy - G0151 • Occupational Therapy - G0152 • Speech Language Therapy - G0153
Anthem		
Humana		

Optional Testing With Sandata

Alt EVV Vendors can start sending files to Sandata's test environment starting on **September 1, 2022**

- » This includes testing of the changes outlined in this presentation
- » Alt EVV Vendors can use the same testing credentials they used in their Certification to send test files to Sandata
 - If Vendors need test credentials or assistance in validating test files, email Sandata at OHAltEVV@sandata.com
 - Please be sure to reference the UUID of the file for which assistance is requested to validate

Next Steps and Timeline

Next Steps for Alt EVV Vendors

Alt EVV Vendors:

1. Update systems to ensure your visits won't be rejected when sent into Sandata on/after **10/5/2022**
 - Refer to slide 15 for rejection rules that will be enforced and new rejection rules.
 - Participate in optional testing.
2. Three New Payers need to be added into Alt system before **12/1/2022**
 - New Payers: AmeriHealth Caritas; Anthem; Humana
 - ODM recommends new payers are added in Alt systems before 12/1 date to allow providers time to setup records for their clients/individuals.
 - Participate in optional testing.

Updated Alt EVV Technical Specifications now available on the [ODM Alt EVV webpage](#)

Next Steps for Alt EVV Providers

Providers:

1. Ensure visits are captured in your Alt EVV system to align with Updated [Alt EVV Technical Specifications](#)
2. Update the Payer, Program and Service associated with individuals in the Alt EVV system if individual chooses to select new plan in the future.
 - » No individuals will receive services from a new MCO before 12/01/2022
3. Ensure visit data in the Sandata Aggregator matches what is in the Alternate EVV system

Next Steps for ODM and Sandata

ODM and Sandata:

1. Support testing efforts related to Alt EVV changes for alternate vendors
2. Review Alt EVV data and provide direct outreach to possible impacted providers related to rejection changes
3. Continue to monitor EVV data and outreach to providers and Alt vendors for education and technical assistance

Questions and Resources

EVV Helpful Resources

Resource Title	Description
<u>ODM EVV Fact Sheet</u> <i>pdf document</i>	One page summary of the EVV program for providers, agency staff, case managers, and others.
<u>ODM EVV page</u> <i>Webpage</i>	The general ODM EVV webpage for providers and stakeholders.
<u>EVV Newsletters</u> <i>Webpage</i>	Monthly EVV newsletters highlighting program changes/updates. <u>Subscribe</u> to ODM EVV communications.
<u>EVV Webinars</u> <i>Webpage</i>	The ODM EVV team hosts monthly webinars and post the recording and slides from each webinar. Upcoming and historical webinars can be found on the ODM EVV webpage.
<u>EVV Tools and Helpful Documents</u> <i>Webpage</i>	ODM webpage for helpful documents on the EVV program, Sandata system, telephony, devices, payor systems and Zendesk Sandata help desk portal.
<u>Programs and Procedure Codes Included in EVV</u> <i>pdf document</i>	List of covered programs and services subject to EVV requirements, listed by payor.
<u>Time to Units Conversion</u> <i>pdf document</i>	Time to units' conversion for EVV services, by payor.
<u>Sandata Help Desk Ticketing portal – Zendesk</u> <i>Webpage</i>	Helpdesk portal to access open and historical tickets submitted by users to Sandata and the ODM EVV team.

EVV Contacts

Contacts	Types of Questions Fielded
Sandata Alt EVV Team ohaltevv@sandata.com	<ul style="list-style-type: none"> Alt EVV technical questions
ODM EVV Team ODMEVV@sandata.com 614-705-1082	<ul style="list-style-type: none"> EVV policy questions Services subject to EVV EVV and claims matching logic Alternate EVV requirements
Virtual Office Hours Open forum to discuss EVV questions	<ul style="list-style-type: none"> Visits not changing to processed status Claims matching issues
ODM Provider Assistance 800-686-1516	<ul style="list-style-type: none"> Questions on account in MITS Billing questions Identify provider Medicaid provider ID Updating contact information
Medicaid Fraud medicaidfraud@medicaid.ohio.gov 800-282-0514	<ul style="list-style-type: none"> To report suspected or potential Medicaid fraud and abuse